

WALLA WALLA GENERAL HOSPITAL  
ADMINISTRATIVE POLICY

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SUBJECT: Charity Care

PURPOSE: Walla Walla General Hospital has determined that admissions to its facility will not be denied to any indigent individual in need of care, because of his/her inability to pay for needed services. Persons who qualify may receive hospital services at no charge or less than routine charge as outlined in the current Federal Poverty Guidelines.

ELIGIBILITY CRITERIA: Research of other resources, such as Medicare, Medicaid, Third Party payors will be explored first to determine if other assistance is available.

1. This research to be done by Social Service Department, Admissions, and/or Patient Business Manager.
2. If medical assistance is available, above departments will assist patient in filing proper application for assistance.

Gross family income is below 200% of the Federal Poverty Guidelines per family size, (copy attached) or rates from time to time which may be in effect.

APPLICATION PROCEDURES: Persons seeking charity assistance may obtain an application from Patient Business Office preferably prior to admission. If unable to complete credit application upon admission, application may be made at discharge. Applicants have 14 days to present all documentation depending on health.

1. Documentation for verification of income will include:
  - Payroll stubs
  - IRS tax return (prior year)
  - Unemployment compensation determination
  - Medicaid rejection (or caseworker name for verification)
  - Rental receipts including subsidy information
  - Proof of income and net worth
  - (Any or all of the above may be required.)

DETERMINATION: The Patient Business Manager shall determine which applications shall be accepted based on the above mentioned criteria.

NOTIFICATION: Applicants will be notified within 14 days of final determination after receipt of completed application and documentation and determination that no other resources of payment are available. The notification will indicate the amount if any that the patient owes. If the patient is denied for assistance, they will be given a written notice with the reason and the guidelines for filing an appeal. Applicants who fail to pursue other resources such as Medicaid may forfeit their eligibility for charity care.

APPEAL  
PROCESS:

Applicants that are denied charity care have 30 days to file an appeal. If 14 days have passed and we have not received notice of an appeal, we will begin collection efforts. If, however, an appeal is filed, collection efforts will cease. The same guidelines will follow for notification on the appeal. If the appeal is also denied, both the applicant and the Department of Health must be notified with the reason why and documentation.

SERVICES:

Most types of services available at Walla Walla General Hospital will be available to indigent care patients. Excluded would be elective, cosmetic and physicians fees. Exceptions to the exclusions would be determined on a case by case basis.

RECORDING  
CHARITY CARE:

Charity care charges will be written off to Free Service and records will be maintained by Patient Business Manager of all those receiving such care.

  
Rodney T. Applegate, President

DISTRIBUTION:  
Admitting  
Billing

ESTABLISHED: March, 1986

REVISED: April, 1991